

Background

Many conversations can be difficult; people get stuck around emotionally charged issues. Our emotions and thoughts often get in the way of managing discussions openly. However, tough conversations if handled well lead to a positive outcome. Many people avoid having difficult conversations as frank and open dialogue does not come naturally to everyone. Here we will explore approaches to help you prepare for and manage discussions in a way that opens-up the dialogue and increases engagement.

Learning Outcomes

By the end of this programme participants will be able to

- Identify how conversations can escalate into conflict
- Be able to identify steps to prepare for difficult conversations effectively
- Know how to manage emotions and create powerful dialogue

Workshop Methodology

The programme will be highly participative and include discussions, exercises and practice to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed.

Workshop Overview

- Introduction, objectives and expectations
- Difficult conversations in context: An overview of difficult conversations; what is occurring before and during the conversation that gets in the way; the impact of emotions on the conversation; how the conversation can quickly break down; how to spot the signs that constructive dialogue is being lost at an early stage; how the feelings of judgement lead to it being personal; understanding the S.A.R.A. response to feedback and stages of conflict
- Key components of open and effective discussions: What needs to be in place and managed to create open and effective discussions; how to identify the real issue/topic and clarify this first; clarifying your goals; getting the beginning right; how to remove judgement from the conversation; having the conversation; managing different reactions; moving the conversation forward; taking control of your thoughts and feelings; creating a safe and supportive environment; techniques to bring back into constructive dialogue when it goes off track; how to apply to different scenarios.
- Practice: Apply the approaches discussed different scenarios
- Action plan.